

PPG Meeting Minutes

23rd June 2022



Attendees: JW, PS, PC, KS, GB, AB, MH

Apologies: SH

1. Ratify previous meeting's minutes/matters arising

Previous minutes - minutes ratified by the group and can now be uploaded to the website

2. Appointment system/clinical services

Phone Lines – after receiving increasing feedback from patients getting the engaged tone when they phoned the practice we looked into this. We noted that many incoming lines were taken up with outgoing calls so we introduced more lines dedicated to incoming calls. We also introduced a new 'queuing' service which lets the patient know which number they are in the queue. The practice manager called some patients for their feedback on the new system which was all positive and that the queue moved quickly.

Online bookable appointments – currently GP telephone appointments, smears and blood tests are bookable online. GB asked whether pharmacist appointments for medication reviews would be added. This is not possible at this time but will be considered along with all other appointment types in the future.

Urgent care – a new paramedic is due to start in July who will be part of the urgent care team. He has worked in minor injuries and is a prescriber so will be seeing mainly patients with minor illnesses. This should free up GPs for more routine appointments in the future.

New staff – as well as a new paramedic we have employed a new pharmacist technician, prescription clerk/coder and medical administrator to start in July/August.

Quarterly governance bulletin (circulated prior to the meeting) – a few points arose from the group on this:

The professional phone line for care homes, hospitals and other professionals to call the practice has now been ringfenced and bypasses the main number following some feedback from professionals unable to get through to the practice.

How are significant events followed up/communicated? These are discussed at our monthly clinical meeting which is chaired by a partner and attended by all GPs, ANPs & pharmacists. Clinical updates and training are also communicated in this meeting.

3. PPG items

Healthwatch meeting – this was cancelled so no feedback this month

Membership poster – the group showed 5 options for a new PPG membership poster and two were chosen as favourites (no 2 & last one). JW/SH to review this.

Patient survey – it was suggested that a PPG member could conduct a patient survey in the waiting room. JW to put together a discussion paper on this to be reviewed by AB/MH.

DNAs – AB to present some statistics on DNAs at the next meeting

Business plan update – an updated Business Plan should be available for the next meeting

Patient newsletter – JW/AB to discuss. JW to meet with reception manager to discuss patient signposting?

Zero Tolerance – we have a process for managing patients who are aggressive to staff. Staff are aware of this process and feel supported by it. We have issued four warning letters to patients over the last year for aggressive behaviour. Two letters have been issued this calendar year including one immediate removal due to aggressive behaviour to a receptionist, GP and patient.

GP Nationalisation – this is a long way off and is not on the agenda as something to focus on now. We await government guidance on this.

4. AOB

Cancer Care Reviews – this is a new service we are offering patients within 12 months of a new cancer diagnosis. These are being carried out by a trained practice nurse mainly on a Saturday and have been very well received.

5. Next meeting date

- **Thursday 3rd November 2022 at 4pm** in the meeting room at St George Health Centre (venue to be confirmed nearer the time)